Troubleshooting Intermittent Internet Connections Article no. 5313

Introduction

Non-GPON Symmetrical (formerly Wave G) in CA, OR and WA: Follow troubleshooting steps, **except** power cycle modem and access Merlin.

If a Non-GPON Symmetrical (formerly Wave G) customer experiences disconnections at regular intervals, ensure the ethernet cord is connected to the correct port on the router **(WAN/Internet)**. If customer complains about **frequent calls** in on same problem followed by **momentary resolution,** consider scheduling a **Trouble Call** to address issue regardless of troubleshooting outcome. **Note your Case Well, remember to quote charges.**

Resolution Steps

1. Check for outages
2. Power cycle the modem
3. Make sure all cables/wires are firmly connected
4. **Access the Modem in Merlin**
    - For a red message, levels or packet loss, reboot the modem
        - If the results remain red after a reboot, place a Trouble Call (see below)
    - For ping time spikes over 250ms, place a Trouble Call (see below)

- For packet loss of 5% or greater (or red mark in Merlin), place a Trouble Call (see below)

5. If the levels are **normal**, review *History Tab* in Merlin

    - If there are a large number of down statuses in recent history, place a Trouble Call (see below)

    - If there are a few down statuses in recent history and the customer service looks fine now, place a Trouble Call (see below)

6. If everything in Merlin looks good, ask customer if they are experiencing the issue right now

    - If customer is not currently having a problem, have them call back the next time they have the issue

7. If the the problem persists or customer still wants a service call:

    Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT**

    Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	EY - Intermittent Modem
Select	All Affected Equipment
Schedule	First available time that works for the customer